



Counselors in Intellectual Property

Wong, Cabello, Lutsch, Rutherford & Brucculeri, L.L.P.

20333 SH 249, Suite 600
Houston, Texas 77070
Main: 832-446-2400
Direct: 832-446-2418
Facsimile: 281-488-4597

OFFICIAL

FAX TRANSMISSION COVER SHEET

RECEIVED
CENTRAL FAX CENTER

MAY 17 2004

Date: 5/17/2004 12:01 PM

Pages (including cover page): 5

Fax: 703-872-9306

To: USPTO, Examiner Frantz Coby

From: Coe F. Miles

Client/Matter #: 149-0119US

Re: Request for Correction

Please contact me at 832-446-2418, if there are any questions about the attached papers.

If there is a problem with this transmission, please call (832) 446-2418.

CONFIDENTIALITY NOTICE

This communication is only for the person named above. Unless otherwise indicated, it contains information that is confidential, privileged or exempt from disclosure under applicable law. If you are not the person named above, or responsible for delivering it to that person, be aware that disclosure, copying, distribution or use of this communication is strictly prohibited. If you have received it in error, or are uncertain as to its proper handling, please immediately notify us by collect telephone and mail the original to us at the above address. Thank you.

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Title : Service Desk Data Transfer Interface
Inventors : Mark A. George and Cynthia L. Sturgeon
Serial No : 09/945,413 Docket : 149-0119US
Filed : August 31, 2001

RECEIVED
CENTRAL FAX CENTER

MAY 17 2004

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

CERTIFICATE OF TRANSMISSION (37 C.F.R. 1.8)

This paper is being transmitted to the Commissioner for Patents PO Box 1450 Alexandria, VA 22313-1450 via Facsimile. This paper is being transmitted to 703-872-9306 on May 17, 2004.

Melissa K. Mosby
Melissa K. Mosby

OFFICIAL

REQUEST FOR CORRECTION FOR RECORDED DOCUMENTS

On February 24, 2004, we filed a Substitute Power of Attorney and Change of Correspondence Address with the US Patent and Trademark Office for serial number 09/945,413. On May 13, 2004, we attempted to check the status of the recordation of these papers via the Patent Application Information Retrieval (PAIR) system. PAIR did not show serial number 09/945,413 associated with our customer number, 29855. Instead, PAIR shows that serial number 09/954,413 has been associated with our customer number and the filing of the afore-mentioned papers. It is our assumption that the office has inadvertently transposed the digits "5 and 4" in the serial number. We can assume this because 09/954,413 is no way related to customer number 29855. Therefore please correct this error and properly record the filing of the papers to associate them with application number 09/945,413 and our customer number 29855.

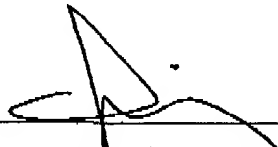
As well, please disassociate serial number 09/954,413 with our customer number and re-associate with the customer number on record before this error occurred.

For your convenience, attached are copies of the Substitute Power of Attorney and Change of Correspondence Address we filed on February 24, 2004.

In summary, please record the filing of a Substitute Power of Attorney and Change of Correspondence Address for serial number 09/945,413. As well as remove serial number 09/954,413 from all association with customer number 29855.

It is believed no fee is due. If fees are required however, the Commissioner is authorized to charge any required fees to Deposit Account 501922/149-0119US.

17 MAY 2004
Date



Coe F. Miles, Ph.D., J.D.
PTO Reg. No. 38,559
Wong, Cabello, Lutsch, Rutherford
& Brucculeri, L.L.P.
20333 SH 249, Suite 600
Houston, Texas 77058
Voice: 832-446-2418
Facsimile: 281-488-4597
Mobile: 713-502-5382
Email: cmiles@CounselIP.com